



Melrose Telephone Company
Mainstreet Communications LLC
Wisper High Speed Internet

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1-20-2010

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Suite TW-A325
Washington, DC 20554

RE: CPNI Annual Filing – EB Docket No. 06-36

Dear Ms. Dortch:

Please find attached is the “Annual CPNI 2009” filing. This filing is being done for the companies named on the attached form. We are following the CPNI rules for all companies, at this time only two (2) companies have Form 499 Filer ID as the third (1) company is high speed wireless company not providing voice but are following all of the CPNI guidelines as the rest of our telecommunications companies.

Any questions feel free to give me a call at 320.256.0205.

A handwritten signature in cursive script that reads "Carol m Bertram".

Carol Bertram
Director of Industry Relations
CPNI Compliance Officer

encl.

cc: Best Copy and Printing, Inc.-FCC@BCPIWEB.COM



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Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2009
Date filed: 1-11-2010

Name of company covered by this certification diversiCOM: Melrose Telephone Company, Mainstreet Communications, LLC and Wisper Wireless Solutions, LLC

Form 499 Filer ID: 807780,820372

Name of signatory: Carol Bertram

Title of signatory: Director of Industry Relations

I, Carol Bertram certify that I am an officer of the companies named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements, (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed: 

Attachment: Statement explaining CPNI procedures

STATEMENT

The operating procedures of Melrose Telephone Company and Mainstreet Communications, L.L.C. are designed to ensure compliance with the CPNI rules applicable to them. Such procedures are as follows.

CPNI Use

- (1) We use, disclose or permit access to CPNI for marketing purposes utilizing our system which is updated to provide a CPNI field with which to record the customers' response to the CPNI notice.
- (2) We use, disclose to affiliates only, or permit access to CPNI to protect our rights and property, and our Customers from fraudulent, abusive or unlawful use of, or subscription to, our services.
- (3) We limit the access to CPNI to provide or market service offerings among the categories of service - local and interexchange - to which the Customer already subscribes. When we provide different categories of service, and a Customer subscribes to more than one service category, we share the Customer's CPNI with the affiliate that provides service to the Customer; but if a Customer subscribes to only one service category, we do not share the customer's CPNI with an affiliate without the Customer's approval.
- (4) We use, disclose or permit access to CPNI derived from our provision of local exchange or interexchange service for the provision of CPE and call answering, voice mail or messaging, fax store-and-forward, and protocol conversion, without Customer approval.
- (5) Without Customer approval, we do not use, disclose or permit access to CPNI to provide or market service offerings within a category of service to which the Customer does not already subscribe, except that we use, disclose or permit access to CPNI to: (a) provide inside wiring installation, maintenance and repair services; and (b) market, when we provide local service and services formerly known as adjunct-to-basic services such as, but not limited to, speed dialing, call tracing, call blocking, call return, repeat dialing, call waiting, caller ID, and call forwarding.
- (6) We do not use, disclose or permit access to CPNI to identify or track Customers that call competing service providers. For example, as a local exchange carrier, we do not use local service CPNI to track Customers that call local service competitors.

CPNI Approvals

- (1) When Customer approval to use, disclose or permit access to Customer CPNI is required, we obtain approval through written, oral or electronic methods. If we rely on oral approval, we understand we bear the burden of demonstrating that such approval was given in compliance with the CPNI rules. We honor a Customer's approval or disapproval until the Customer revokes or limits such approval or disapproval. We maintain all records of Customer approvals for at least one year.

CPNI Notice Requirements

- (1) We notify and inform each Customer of his or her right to restrict the use or disclosure of, and access to, CPNI along with a solicitation of approval, and we maintain records of that notification, whether oral or written, for at least one year.

CPNI Safeguards

- (1) We have implemented a system by which the status of a Customer's CPNI approval can be clearly established prior to the use of the CPNI.
- (2) We have trained our personnel as to when they are, and are not, authorized to use CPNI, and we have an express disciplinary process in place to deal with employee failures.
- (3) We maintain a record of our own and our affiliates' sales and marketing campaigns that use Customers' CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign. We retain these records for at least one year.
- (4) We have established a supervisory review process regarding compliance with the CPNI rules for outbound marketing situations and we maintain compliance records for at least one year. Specifically, our sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval of the use of CPNI.
- (5) We have a corporate officer who acts as agent for the Company and will sign a compliance certificate on an annual basis stating that the officer has personal knowledge that the Company has established operating procedures adequate to ensure compliance with applicable CPNI rules. We will provide a Statement accompanying the Certificate that explains our operating procedures and demonstrates compliance with the CPNI rules.

CPNI Safeguards (cont'd)

- (6) We are prepared to provide written notice within five business days to the FCC of any instance where the opt-out mechanisms do not work properly to such a degree that consumers' inability to opt-out is more than an anomaly. That notice would be in the form of a letter and would include the Company's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it would be/was implemented, whether relevant state commission(s) were notified and what action was taken, a copy of any notice provided to customers, and contact information. We would submit the notice even if other methods by which consumers may opt-out were offered.